

Roadway Construction - Coordination and Communication Initiative 2016-2020

Oct 4, 2016



Purpose

- To provide Council with an update on staff efforts to leverage existing data to better inform the traveling public with timely and relevant information.

Background

- Increasing number of major projects impacting transportation system
 - I-285/400
 - City Springs
 - DRI projects
 - Utility projects
- Council's desire for increased community awareness and education
- Need to synthesize multiple sources of information into a unified platform

Current Web Presence

- Project pages provide basic information
- Advisory page central resource for planned closures – 12th most visited page on the website

Road Work Advisory

[City Services](#) » [Transportation Infrastructure](#)

Lane and Road Closure, Special Alerts, and Upcoming Construction Advisories which could impact your drive around Sandy Springs

ALERTS:

- **July 11 - 16: Brandon Mill Road, between West Spalding Drive and Dunhill Court** will close to through traffic as Colonial Pipeline conducts maintenance work on a pipeline underneath Brandon Mill Road. Motorists traveling south on Brandon Mill are asked to detour down Dunhill Court to West Spalding to connect back to Brandon Mill. Those traveling north are asked to travel West Spalding to Dunhill Court. On site construction personnel will assist residents who live within the closure area to access their driveways. For information regarding the project, please contact Steve Baker with Colonial Pipeline at 678.762.2589.

**NEXT
TEN**

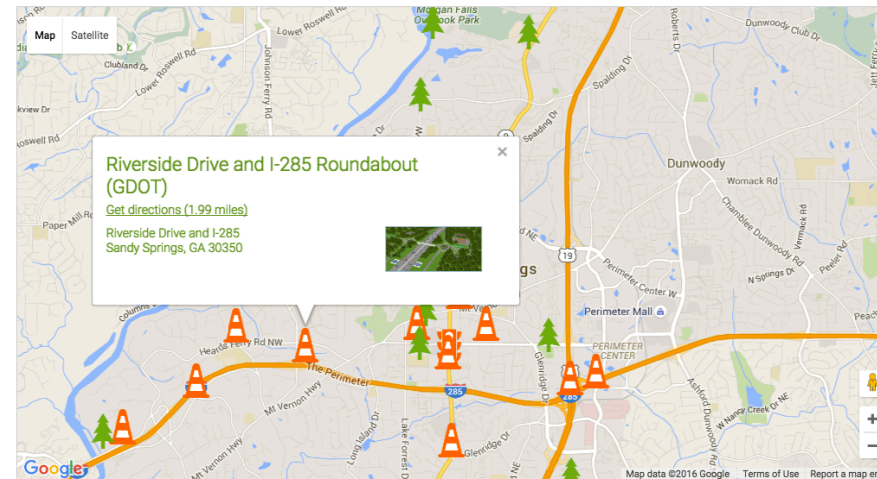
Draft Plan for The Ne
Online
The draft Comprehensive La
guide the City's growth and
online for review

Interactive City Map

[Residents](#) » [Resident Guide](#) » [Your City](#)

(All Categories)

(All Amenities)



Select Categories

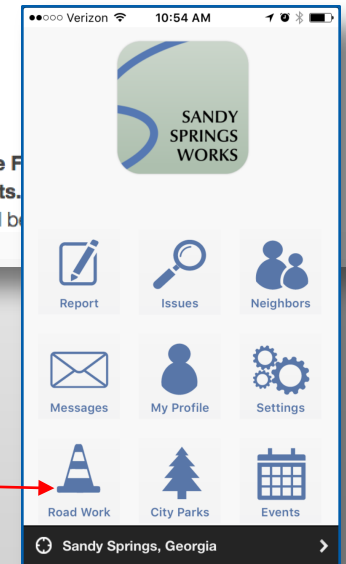
- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Select All | <input type="checkbox"/> Fire Stations | <input checked="" type="checkbox"/> Lighting Projects |
| <input checked="" type="checkbox"/> Parks and Preserves | <input type="checkbox"/> Rezoning Case | <input checked="" type="checkbox"/> Road Project |
| <input checked="" type="checkbox"/> Sidewalk Project | <input checked="" type="checkbox"/> Traffic Signal Project | <input type="checkbox"/> Use Permit Case |
| <input type="checkbox"/> Variance Case | <input type="checkbox"/> Zoning Modification Case | |

rd, is closed as the road is

the City line is planned to take
are possible as the work is

be removed on Monday, July
ad closure in place - detour

reen Brooke F
gs city limits.
Closures will b



Working with Business Community

- Guide overviews construction process
- Provides key contacts
- Can be customized for specific project
- Can be printed and handed out or access online via the project page
- In conjunction with outreach from staff

BEFORE CONSTRUCTION BEGINS

CONSIDER

Lower sales are projected, save cash.

Line of Credit – Talk with existing lenders or, prepare for an emergency by establishing lines of credit.

Hold off on hiring vacant positions, reduce hours or shift job responsibilities.

Business Plan – Is there an opportunity to improve your current business model?

Engage local business organizations to gain additional insight and ideas. Create open lines of communication with nearby businesses, the construction companies, and City leaders. Consider selecting a "block captain" designated point of contact for construction concerns for the nearby group of business. A communication process can reduce confusion between all parties involved.

Communication will be essential to gathering information and strategies as well as sharing vital information with customers.

Form a neighborhood-based group with other affected businesses for communication, resources and collaboration.

Notify customers in advance of construction projects. It is never too early! This helps prevent any surprises, and allows customers to plan ahead for disruptions.

Offer assistance to help with the idea-making process for marketing and dealing with problems that may arise.

CONSTRUCTION GUIDE



ROSWELL ROAD / CARPENTER DRIVE INTERSECTION IMPROVEMENT PROJECT



PROJECT DESCRIPTION

This efficiency project realigns the intersection of Carpenter Drive and Cliftwood Drive at Roswell Road. A new traffic signal replaces the split-phased signal sequencing currently in place. The project also adds left-turn lanes on Carpenter Drive, sidewalk and pedestrian lighting.

ESTIMATED CONSTRUCTION TIMELINE

Construction (utility relocation) through Spring 2017 (estimated 8 months)

TRAFFIC IMPACTS

During the construction phase, a closure at the northern intersection of Carpenter Drive at Roswell Road is required during the weekends with the road to remain open for weekday travel. The closure is required to allow crews to install retaining wall in the northern side of Carpenter Drive and to complete roadway reconstruction.

PROJECT UPDATES

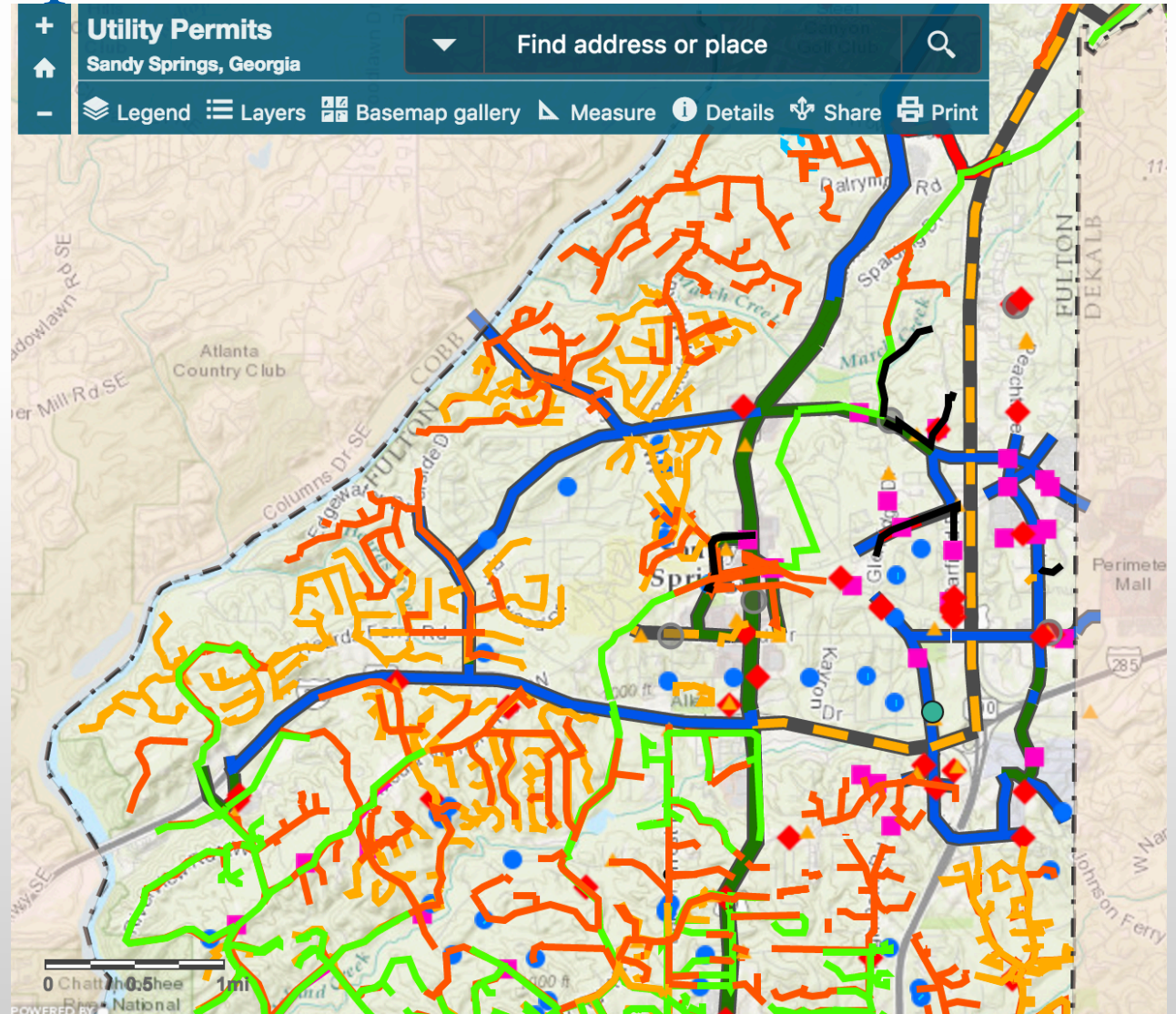
The City maintains a project for its road work programs. To view the project page for this improvement project, please visit the project page.

PROJECT MANAGER

Project Manager
sandyspringsga.gov

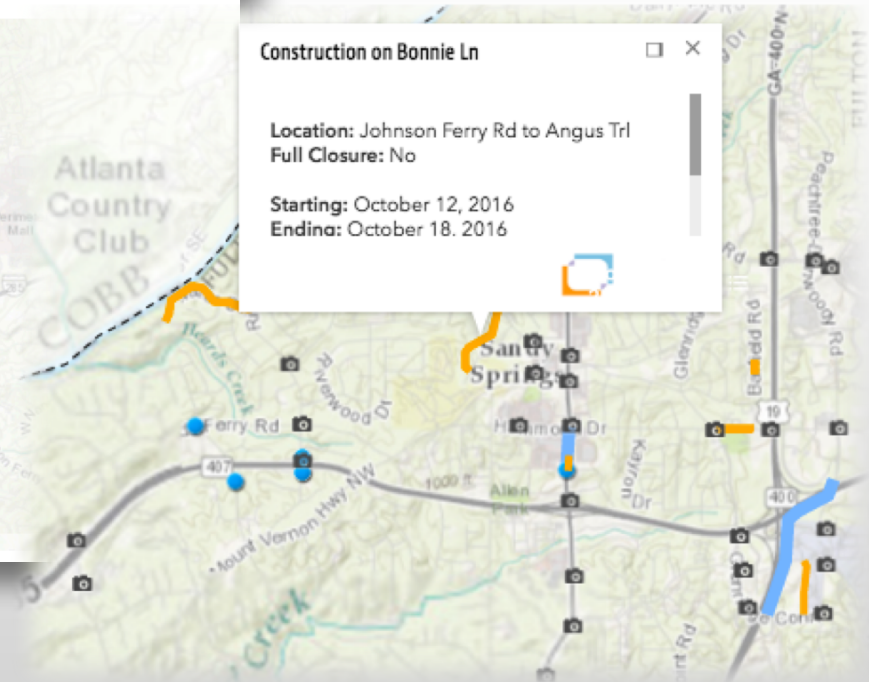
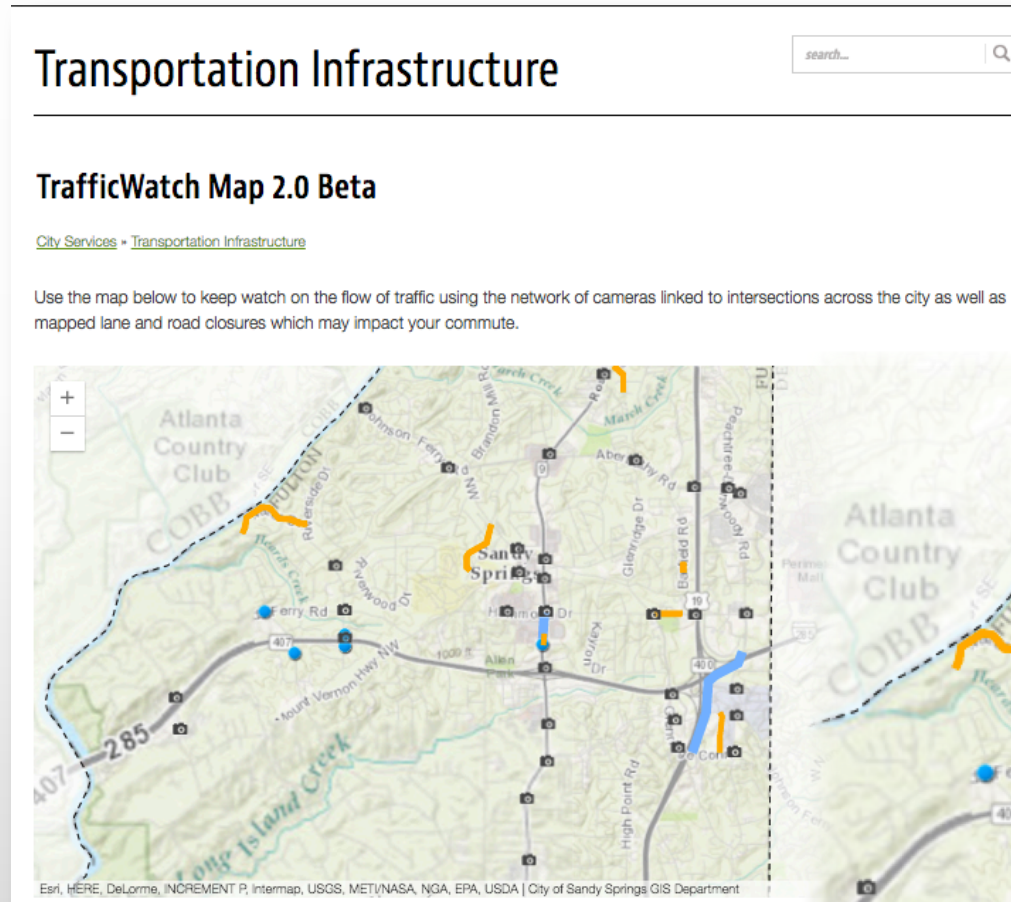
Utilities Enhancements - Implemented

- More than 1,600 page views since the maps launch Sept. 6, 2016
- Utilities companies notified of advance notification requirements and pre-construction meeting requirements
- Oct 10, 2016 Effective Date



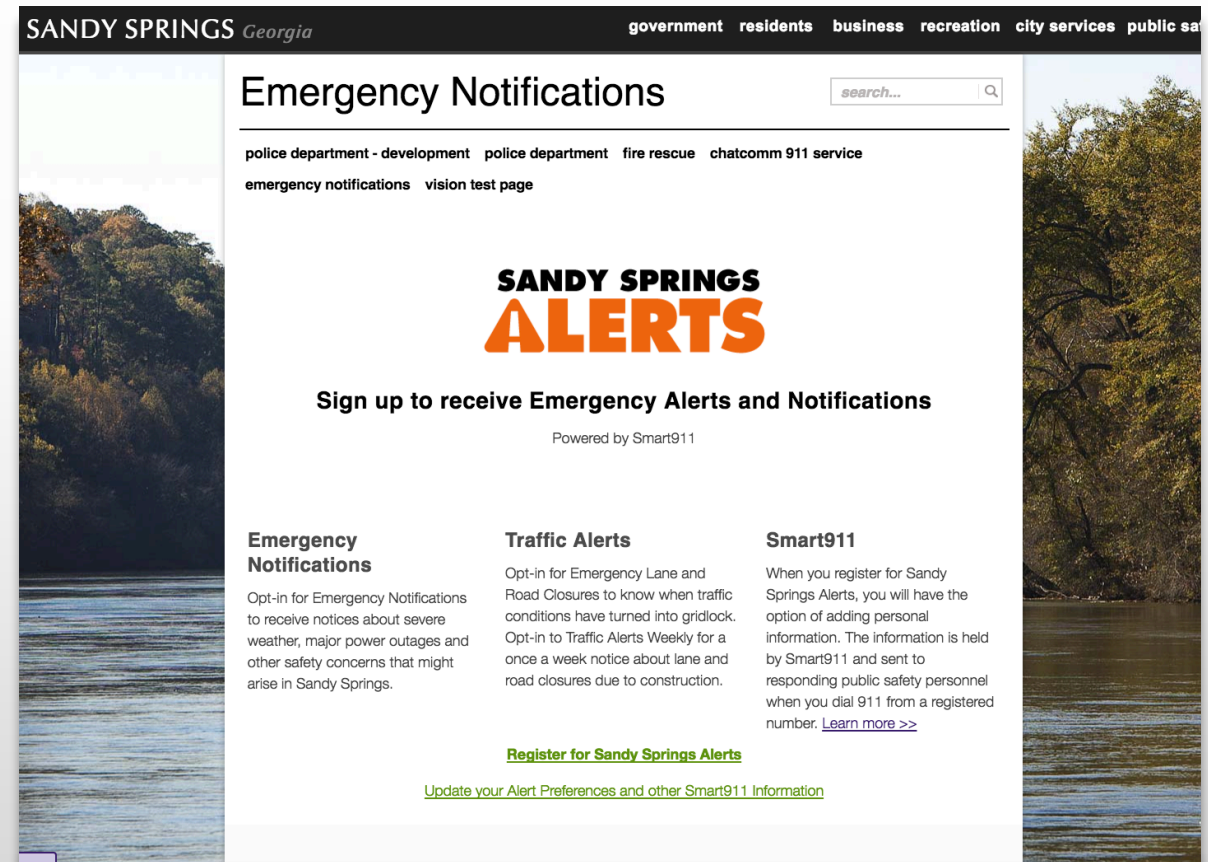
Enhancements: Traffic Map Interface

- Includes lane and road closures
- Traffic cameras integrated
- Information boxes with links to additional information within website



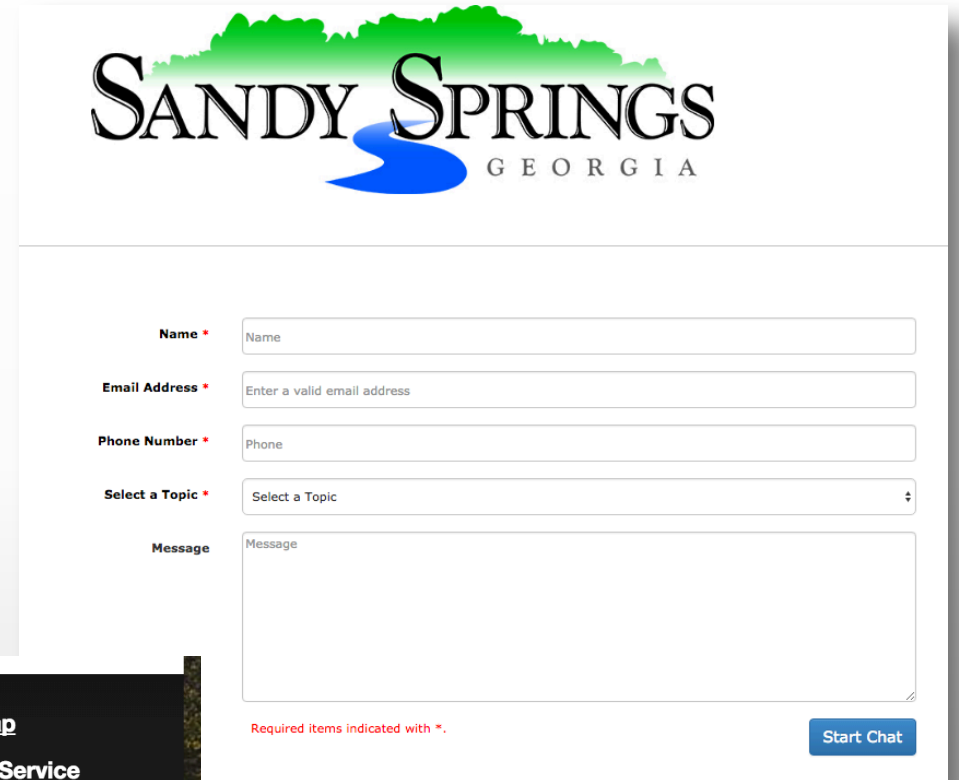
Enhancements: SANDY SPRINGS **ALERTS**

- Push notification: email or text
- Opt-in for weekly updates or traffic emergency alerts
 - As well as emergency notifications related to weather and public safety events
- Enrollment in Smart911
 - Provides emergency responders with information they need in case of emergency
 - # in household
 - Medications individuals may take
 - Allergies & Home medical equipment
 - Nearest fire hydrant and more



Enhancements: Web Chat

- E-communication related to simple questions or to have a ticket opened
- Connected to Call Center
 - Processed like a phone call, logged and recorded
- 24/7/365 connection



The screenshot shows the Sandy Springs Georgia web chat interface. At the top is the city logo with the text "SANDY SPRINGS GEORGIA". Below the logo is a form with the following fields:

- Name ***: A text input field with the placeholder "Name".
- Email Address ***: A text input field with the placeholder "Enter a valid email address".
- Phone Number ***: A text input field with the placeholder "Phone".
- Select a Topic ***: A dropdown menu with the placeholder "Select a Topic".
- Message**: A large text area with the placeholder "Message".

Below the form, there is a red text note: "Required items indicated with *." and a blue "Start Chat" button.

City Hall and Police Department

7840 Roswell Road
Sandy Springs, GA 30350
[Directions, Map and Public
Hours](#)

[Locate Other City Facilities](#)

Our other places on the Web

- [facebook](#)
- [twitter](#)
- [citysprings.com](#)

Contact Us

- Phone: 770.730.5600
(24/7/365)
- [Online Chat](#)

[Make a Payment](#)

[Careers with the City](#)

[Press and Media Center](#)

[Complete Site-Map](#)

[Website Terms of Service](#)

[City Disability Policies](#)

Enhancements: Construction Ambassador

- Recruitment underway
- Focus on Customer Service
- Communicates with stakeholders related to construction projects and associated impacts
- Will help maintain the map database

Next Steps

- Hire / Train Construction Ambassador – in process
- Continue to fill out road map
- Promote Sandy Springs Alerts for opt-in registrations.
- Refine online chat based on usage

SANDY SPRINGS

Questions

